

City of Chattanooga, TN
Personnel Class Specification

Class code 0120

FLSA: Non Exempt

CLASSIFICATION TITLE: INFORMATION SERVICES ASSISTANT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative, clerical, and technical tasks in support of department information services functions.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; provides information and assistance; provides direct support to department managers; initiates or returns telephone calls; responds to routine questions/complaints and initiates problem resolution.

Serves as system administrator for telephone accounting and employee directory system; adds, deletes, and updates user information based on requests submitted by users and/or department telecommunications contact personnel; adds, deletes, and updates application information, including circuit identifications and telephone numbers for data and dedicated voice circuits, site locations, and customer service applications; generates call detail reports as needed.

Works with telephone system vendor regarding new additions to system, including new sites requiring polling units and new vendor feeds; serves as point of contact to order new wireless telephones/services for City departments; serves as point of contact for system vendor and City telecommunications contact personnel regarding system issues.

Generates City-wide employee directory on a regular or as-needed basis; reviews directory data for accuracy; coordinates printing of directory; collates and distributes directories.

Processes billing documentation for telecommunications services; processes monthly invoices for local, long distance, wireless, and other telephone services; maintains current spreadsheets reflecting service additions, changes, and disconnections;

ensures accuracy of billing identification on each account; prepares warrant vouchers for payment of invoices; provides call detail reports to accounting personnel; provides call detail and telephone usage information to City departments.

Provides telecommunications information and technical assistance to City departments; assists telecommunications staff with moves, additions, or changes of circuits, lines, equipment, cabling, or other related projects; provides backup telephone support for telecommunications staff.

Maintains calendar of activities; schedules and confirms appointments, meetings, interviews, conferences, or other activities; updates calendar on a regular basis and notifies parties involved of changes.

Coordinates travel arrangements, accommodations, conference registrations, or other travel-related plans for department staff; assists personnel in preparing expense reports.

Coordinates arrangements for meetings, conferences, workshops, training events, or social/professional functions; schedules/reserves use of meeting rooms or event facilities; prepares agendas and meeting packets; coordinates setup of meeting/event facilities, equipment, food, and refreshments; notifies appropriate individuals/groups of meeting/event dates, times, and purposes; attends meetings/events and provides administrative support; records and transcribes meeting minutes; monitors attendance at meetings/events; maintains records.

Processes a variety of documentation associated with department operations, within designated timeframes and per established procedures; reviews and processes invoices for payment; processes specifications, requests, changes, updates, and reports; places advertisements or notices with newspaper and trade publications; monitors renewal dates of department contracts.

Processes payroll documentation; prints time sheets; reviews, calculates, adjusts, and processes time sheets and payroll reports; maintains employee data, employee files, and vacation/leave records.

Prepares and/or audits budget reports/projections; monitors budget balances; monitors and reconciles ledgers and accounts as needed.

Conducts research of department files, database records, electronic data sources, Internet sites, hardcopy materials, or other sources as needed; compiles or monitors administrative or statistical data pertaining to department operations; analyzes data and identifies trends; summarizes data and prepares reports.

Composes, types, prepares, and/or completes various forms, reports, correspondence, warrant vouchers, call usage reports, billing reports, employee directories, spreadsheets, or other documents.

Receives various forms, reports, correspondence, billing data, invoices, technical study reports, system/program documentation, user guides, manuals, directories, periodicals, catalogs, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; utilizes word processing, spreadsheet, database, desktop publishing, telecommunications, email, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains inventory of department equipment and supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement materials; obtains competitive price quotes; prepares, audits, and codes purchase orders; receives incoming materials; coordinates delivery, distribution, and installation of materials and supplies.

Maintains file system of departmental records; organizes and maintains working files for each telecommunications vendor; prepares departmental files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files.

Performs general clerical tasks; copies and distributes documentation; sends/receives faxes and e-mail messages; opens, sorts, and distributes mail; prepares outgoing mail and packages.

Communicates with supervisor, employees, other departments, system users, vendors/service providers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Attends workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by college level course work or vocational training in telecommunications system administration, office administration, and/or personal computer operations; supplemented by one (1) year previous experience and/or training involving telecommunications system administration, office administration, database maintenance, and/or personal computer operations, to include spreadsheet and word processing; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: September, 2001